



TEXAS
Department of Family
and Protective Services

Adult Protective Services Quarterly Legislative Report

FY 2019, 2nd Quarter

May 1, 2019

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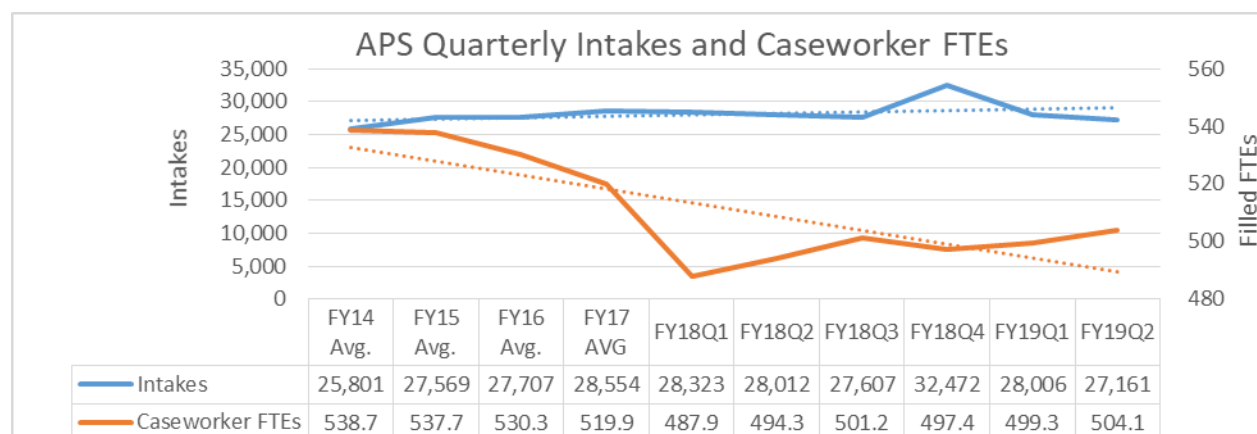
Background and Summary

Senate Bill (S.B.) 6, 79th Regular Session (2005), requires the Adult Protective Services (APS) program to conduct a quarterly performance review. The performance data in this report is from December 2018 through February 2019.

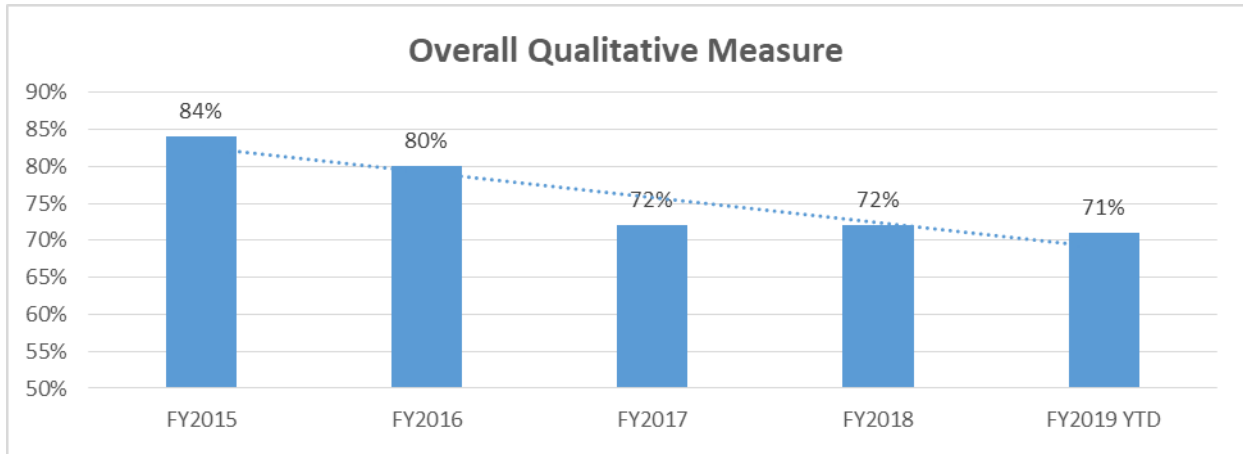
As the Texas population grows and baby boomer generation ages, APS has experienced and will continue to experience rises each year in reports of abuse, neglect, and financial exploitation. While APS intake totals are impacted by seasonal variation, a direct comparison of the same quarters in succeeding years shows that three out of four quarters of FY 2018 had higher intakes than the corresponding FY 2017 quarters. APS intakes reached 32,472 in FY 2018 Q4, the highest single quarter of intakes APS has ever had in its highest traditional quarter of the year. The first two quarters of APS intakes in FY 2019 continued the higher rate of intakes, finishing within 1% and 3%, respectively, of Q1 and Q2 FY 2018.

As APS intakes rise, and staffing remains relatively flat, caseworker average daily caseload typically increases. After making extensive efforts in FY 2018 to close older cases in FY 2018, FY 2018 average daily caseload was 30.9, slightly below the 31.4 LBB target. This was accomplished despite a 4th quarter caseload of 33.2. Caseloads continued to increase in FY 2018 Q1 to 34.2. In FY 2019 Q2, traditionally a lower intake and caseload quarter, caseload fell to 30.0 which is 7% higher than in FY 2018 Q2 (28.0). This decrease occurred as caseworkers began closing the cases opened during the summer 2018 intake surge, which ended after September 2018.

The chart below shows quarterly intakes beginning with FY2018, Q1, and compares them to average quarterly totals for prior fiscal years, beginning with FY 2013. In FY 2013, the APS program amended the definitions of abuse, neglect, and financial exploitation to focus on the most critical allegations. The definitional changes coupled with a greater number of filled FTEs allowed APS to lower caseloads and minimize turnover. However, intakes continued to rise over the years, while APS caseworker positions were stagnant. FY 2019, Q1, intakes were nearly the same as in FY 2018, Q1, and FY 2019 projects to be at least as high as in FY 2018.



While many quantitative measures remain on target, the lower amount of APS caseworkers over time and the increase in intake volume has negatively impacted the overall quality of APS casework. APS quality assurance efforts had helped case quality hold steady at 72% in FY 2018. However, the influx of new workers replacing more tenured workers in the summer of FY 2018 has led to a decline in case quality thus far in FY 2019.



APS continues to monitor intake volume and average daily caseload to determine the impact those factors have on program performance. The improvements made in average daily caseload in FY 2018 focused on addressing older cases. This effort drove down caseloads in the first half of that fiscal year. These efforts have continued in FY 2019 Q2. These efforts, along with 4% lower intakes in the quarter, have helped to moderate the effect of turnover on average daily caseload.

In FY 2019, APS established a mentor program that matches newer APS specialists with tenured workers. The mentor and protégé meet weekly to help protégés develop effective casework skills. The mentor program was piloted in the DFW district in Q1, expanded to the Houston and South districts in Q2, and is scheduled to roll out statewide by the end FY 2019. Early feedback on the program shows workers performing better in classroom training, feeling supported, and staying with APS.

Appendices

Appendix A: APS Caseworker Performance Measures

The chart below displays APS caseworker performance on quantitative program activities. Many of these performance measures are reported to the Texas Legislative Budget Board.

APS IN-HOME PROGRAM LBB Measures and Internal Data	Actual FY 2016	Actual FY 2017	Actual FY 2018	FY 2019 YTD	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4
FYTD #APS Abuse/ Neglect /Exploit Reports (Goal 01-01-01.03 OP (SWI) LBB Target 120,924	110,826	114,091	116,414	55,167	28,006	55,167		
Quarterly #APS Abuse/ Neglect/ Exploit Reports	110,826	114,091	116,414	27,583	28,006	27,161		
FYTD # Completed APS In-Home Investigations (Goal 04-01-01.01 OP) FY LBB Target 91,924	83,534	84,712	84,463	41,587	22,342	41,587		
Quarterly # Completed APS In-Home Investigations	83,534	84,712	84,463	20,794	22,342	19,245		
FYTD Validated APS In- Home Investigations (Goal 04-01-01.02 OP) LBB FY Target 58,290 & Percent validated APS In-Home investigations	51,608 (61.8% Valid)	51,314 (60.6% Valid)	49,308 (58.4% Valid)	25,213 (62.8% Valid)	13,753 (61.5% Valid)	25,213 (62.8% Valid)		

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APS IN-HOME PROGRAM LBB Measures and Internal Data	Actual FY 2016	Actual FY 2017	Actual FY 2018	FY 2019 YTD	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4
Quarterly Validated APS In-Home Investigations & Percentage validated In-Home investigations	51,608 (61.8% Valid)	51,314 (60.6% Valid)	49,308 (58.4% Valid)	12,607 (62.8% Valid)	13,753 (63.7% Valid)	11,460 (61.8% Valid)		
Avg Monthly # APS In-Home Clients Served (Goal 04-01-01.02 EX) LBB Target 6,623 & Percent Abused/Neglected/Exploited Adults Served (Goal 04-01.02 OC) LBB Target 76.8%	6,253 (77.9% Served)	6,195 (79.3% Served)	4,068 (77.7% Served)	4,600 (81% Served)	4,963 (81.5% Served)	4,236 (81.1% Served)		
FYTD APS In-Home Daily Caseload: (Goal 04-01-01.02 EF) LBB Target 31.4	31.4	33.8	30.9	32.1	34.2	32.1		
Quarterly APS In-Home Daily Caseload (3 month)	31.4	33.8	30.9	32.1	34.2	30.0		

Appendix B: Staffing Data

The charts below display APS staffing data for:

- In-Home Caseworkers
- In-Home Supervisors
- Combination of All In-Home Staff

APS IN-HOME CASEWORKERS Performance Indicators	FY 2017 Actual	FY 2018 Actual	FY 2019 YTD	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4
Allocated FTEs¹²	569	527	527	524	524		
FYTD Average Filled FTEs	519.9	494.5	501.7	499.3	501.7		
Quarterly Average Filled FTEs	519.9	494.5	501.7	499.3	504.1		
Year-to-Date Case Carrying Staff	458.3	442.2	439.1	439.1	445		
Quarterly Case Carrying Staff	458.3	442.2	439.1	439.1	450.9		
Case Carrying staff Ratio	88.2%	89.4%	86.8%	87.9%	85.7%		
Annualized Turnover	25.9%	25.2%	22.5%	23.9%	22.5%		
Non Annualized Turnover³	25.9%	25.2%	N/A	6.0%	5.3%		

¹ The FY 2017 In-Home caseworker FTE total comes the 4/7/2017 Budget Division Report “FY17 Associate Commissioner-APS Position Summary 8”

² At the beginning of FY 2018, Provider Investigations moved from DFPS –APS to HHSC. The total from FY 2017 above counts only the APS In-Home caseworkers and not Provider Investigations investigators, supervisors, and staff who moved to HHSC the following fiscal year.

³ The non-annualized turnover methodology mirrors the official method used by the State Auditor’s Office. Annual turnover will be calculated at the conclusion of the fiscal year. For the quarterly results, data reflects activity that took place in each specific quarter. The end of year rate is calculated by dividing the total number of terminations in the year by the average number of filled positions during the year.

APS IN-HOME SUPERVISORS Performance Indicators	FY 2017 Actual	FY 2018 Actual	FY 2019 YTD	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4
Allocated FTEs⁴	86	84	84	84	84		
FYTD Average Filled FTEs	82.4	79.4	79	77.5	79		
Quarterly Filled FTEs	82.4	79.4	79	77.5	80.5		
Annualized Turnover	2.7%	18.4%	4.9%	4.9%	7.3%		
Non Annualized Turnover	2.7%	18.4%	N/A	1.2%	2.4%		

APS IN-HOME All Staff Performance Indicators	FY 2017 Actual	FY 2018 Actual	FY 2019 YTD	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4
Allocated FTEs	855.2	771.5	795.2 ⁵	795.2	795.2		
FYTD Average Filled FTEs	788.6	733.2	753.0	745.0	753.0		
Quarterly Filled FTEs	788.6	733.2	753.0	745.0	761.1		
Annualized Turnover	20.8%	21.90%	18.8%	19.6%	18.8%		
Non Annualized Turnover	20.8%	21.90%	N/A	4.9%	4.5%		

⁴ The FY 2017 In-Home Supervisor FTE total comes the 4/7/2017 Budget Division Report “FY17 Associate Commissioner-APS Position Summary 8”

⁵ In FY 2019, APS began to count its total allocated staff to reflect the agency Monthly Financial Report (MFR). Due to this change in counting methodology, the number of allocated employees shown above is more than 23 FTEs higher when no additional staff were actually added.

Appendix C: Qualitative Data

Qualitative data is calculated from casereading scores entered by APS quality assurance specialists. There are 5 qualitative measures. Each measure is comprised of a group of sub items related to the function being measured. The chart below display qualitative data.

APS INVESTIGATION Qualitative Measures	Actual FY 2017	Actual FY 2018	FY 2019 YTD	FY 2019 Q1	FY 2019 Q2
Alleged Victim and Client Safety	66%	68%	65%	67%	63%
Investigation Rating Scale	71%	69%	69%	71%	68%
Case Documentation	81%	85%	75%	80%	70%
Service Provision and Outcomes	81%	85%	86%	89%	82%
APS Specialist Productivity	68%	71%	71%	74%	67%
Overall Average⁶	72%	72%	71%	73%	68%

⁶ The overall qualitative average is based on the scoring of 27 questions for each casereading. Each standard above has a different number of questions, so the overall average will differ from the average of the five standards in this table.